



GRIEVANCE REDRESSAL FORUM, BOLANGIR

(Infront of Children's Park),

BOLANGIR-767001, Tel./Fax:-(06652) 235741

E-mail: grfwesco.bgr@rediffmail.com/ Grf.bolangir@tpwesternodisha.com

Bench: Er. Kumuda Bandhu Sahu (President),

Sri Prasanta Kumar Sahoo (Member (Finance)), Sri Krupasindhu Padhee, (Co-Opted Member)

Memo No.GRF/BGR/Order/ 234

Dated, the 27/03/2025

Corum: Er. Kumuda Bandhu Sahu
Sri Prasanta Kumar Sahoo
Sri Krupasindhu Padhee

- President
- Member (Finance)
- Co-Opted Member

1	Case No.	Complaint Case No. BGR/166/2025																										
2	Complainant/s	Name & Address Sri Smruti Swarup Barik, For Late Sarat Ch. Barik, At-Adarshapada, Po/Dist-Bolangir	Consumer No 911125060250	Contact No. 9861231910																								
3	Respondent/s	Name S.D.O (Elect.), No. I, TPWODL, Bolangir	Division Bolangir Electrical Division, TPWODL, Bolangir																									
4	Date of Application	11.03.2025																										
5	In the matter of-	<table><tr><td>1. Agreement/Termination</td><td>2. Billing Disputes</td><td>✓</td></tr><tr><td>3. Classification/Reclassification of Consumers</td><td>4. Contract Demand / Connected Load</td><td></td></tr><tr><td>5. Disconnection / Reconnection of Supply</td><td>6. Installation of Equipment & apparatus of Consumer</td><td></td></tr><tr><td>7. Interruptions</td><td>8. Metering</td><td></td></tr><tr><td>9. New Connection</td><td>10. Quality of Supply & GSOP</td><td></td></tr><tr><td>11. Security Deposit / Interest</td><td>12. Shifting of Service Connection & equipments</td><td></td></tr><tr><td>13. Transfer of Consumer Ownership</td><td>14. Voltage Fluctuations</td><td></td></tr><tr><td colspan="3">15. Others (Specify) –</td></tr></table>			1. Agreement/Termination	2. Billing Disputes	✓	3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer		7. Interruptions	8. Metering		9. New Connection	10. Quality of Supply & GSOP		11. Security Deposit / Interest	12. Shifting of Service Connection & equipments		13. Transfer of Consumer Ownership	14. Voltage Fluctuations		15. Others (Specify) –		
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6	Section(s) of Electricity Act, 2003 involved																											
7	OERC Regulation(s) with Clauses	<table><tr><td>1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157</td></tr><tr><td>2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause</td></tr><tr><td>3. OERC Conduct of Business) Regulations,2004; Clause</td></tr><tr><td>4. Odisha Grid Code (OGC) Regulation,2006; Clause</td></tr><tr><td>5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause</td></tr><tr><td>6. Others</td></tr></table>			1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) 155, 157	2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause	3. OERC Conduct of Business) Regulations,2004; Clause	4. Odisha Grid Code (OGC) Regulation,2006; Clause	5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause	6. Others																		
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8	Date(s) of Hearing	20.03.2025																										
9	Date of Order	27.03.2025																										
10	Order in favour of	Complainant	✓ Respondent	Others																								
11	Details of Compensation awarded, if any.	Nil																										

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

Place of Hearing: GRF, Bolangir



Appeared:

For the Complainant - Sri Smruti Swarup Barik
For the Respondent - Sri Swadhin Sahu, OAG-II (Authorised Representative)

Complaint Case No. BGR/166/2025

Sri Smruti Swarup Barik,
For Late Sarat Ch. Barik,
At-Adarshapada,
Po/Dist-Bolangir
Con. No. 911125060250

- **COMPLAINANT**

-Versus-

Sub-Divisional Officer,
Electrical Sub-Division, No. I,
TPWODL, Bolangir

- **OPPOSITE PARTY**

ORDER

(Dt.27.03.2025)

During hearing at GRF office on 20th Mar. 2025, the representative of the consumer Shri Smruti Swarup Barik was present & Shri Swadhin Sahu, OAG-II (Authorised representative of SDO-I, Balangir) was present as opposite party.

HISTORY OF THE CASE

The Complaint petition filed by the representative of the consumer Shri Smruti Swarup Barik who is a LT-Dom. consumer availing a CD of 2 KW. He has disputed about the additional bill of ₹ 10,490.00p raised in the bill of Nov-2024 and requested for bill revision. The complainant needs suitable bill revision for the said period.

The case was heard in detail.

PROCEEDING OF HEARING DATED : 20.03.2025

SUBMISSION OF COMPLAINANT DURING HEARING

The complainant is a consumer under ESO-III section of Balangir-I Sub-division. The complainant represented that an additional bill of ₹ 10,490.00p has been debited in the bill of Nov-2024 illegally which needs to be withdrawn and requested before the Forum for revision of bill.

SUBMISSION OF OPPOSITE PARTY DURING HEARING

The OP appeared before the Forum with relevant records. On defence, he intimated that the consumer is a LT-Domestic consumer availing power supply since Nov.-1999. The billing dispute raised by the complainant for the additional bill of ₹ 10,490.00p has been raised in Nov.-2024 in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code 2019 which is liable to pay by the consumer. The reason of additional bill due to average billing made from Sep-2018 to Jul-2023. On 27th Aug. 2023, the defective meter has been replaced with a new meter having meter no. TWSP51024668. After meter replacement, the monthly bills have been generated on actual basis.

CO-OPTED MEMBER

MEMBER (Fin.)

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PRESIDENT

The additional bill of ₹ 10,490.00p has been raised based on the consumption pattern of succeeding six months and assessed for the meter defective period restricted to preceding two year i.e. from Aug-2021 to Jul-2023.

Based on the above, the OP requested before the Forum to consider this and reject the complaint of complainant and pass order as deemed fit.

FINDINGS AND ANALYSIS OF THE FORUM

The consumer is a LT-Dom. consumer with a CD of 2 KW. The consumer has availed power supply since 01st Nov. 1999 and total outstanding upto Feb.-2025 is ₹ 26,749.10p. As complained by the complainant and submission of OP, it is observed by the Forum that,

1. As represented by the consumer, an additional bill of ₹ 10,490.00p has been added in the bill of Nov-2024 which needs to be withdrawn.

The OP submitted by OP with relevant record that, the energy meter installed in the premises was gone defective w.e.f. Sep-2018 and continued with same status till Jul-2023 billing. The OP has replaced the defective meter with a new meter on 27th Aug. 2023 with meter no. TWSP51024668 and has been reflected in the bill. Thereafter, the monthly energy bill has been raised on actual meter reading basis. The dispute has raised for imposition of additional bill of ₹ 10,490.00p due to delay replacement of meter by the OP. Off-late, the OP has replaced the meter after four years of meter defective, it is advised the OP to be more pro-active for replacement of defective meter within standard time as prescribed by Hon'ble OERC. In the instant case, the OP has exercised CI-155 of OERC Dist. (Conditions of Supply) Code 2019 and limited the upward assessment period to two years.

2. The complainant has not paid the monthly bill regularly for which the total has been accumulated to ₹ 26,749.10p upto Feb.-2025.

In view of above facts and circumstances and after going through the documents submitted by both the parties, the Forum pronounces the following order as per regulations of the OERC Distribution (Conditions of Supply) Code 2019.

The additional bill of ₹ 10,490.00p has been raised by the opposite party is in obedience to CI-155 of OERC Dist. (Conditions of Supply) Code, 2019 and the complainant is liable to pay the same. Hence, the complaint of the complainant is hereby rejected. The Forum advised the OP to allow suitable installment on the additional bill to the complainant if the complainant desires and the complainant has to adhere the same.

Case is disposed off accordingly.

K.S.PADHEE
CO-OPTED MEMBER

P.K.SAHOO
MEMBER (Fin.)

K.B.SAHU
PRESIDENT

Copy to: -

1. Sri Smruti Swarup Barik, At-Adarshapada, Po/Dist-Bolangir-767002.
2. Sub-Divisional Officer, Electrical Sub-Division, No. I, TPWODL, Bolangir.
3. DFM/ AFM/ JFM, Bolangir Electrical Division, TPWODL, Bolangir.
4. Superintending Engineer, Electrical Circle, TPWODL, Bolangir.
5. Chief Legal, Head Quarter Office, TPWODL, Burla.

The order is also available at TPWODL Web site : tpwesternodisha.com → customer zone → Grievance Redressal Forum → BOLANGIR → (GRF CASE NO.)

"If the Complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."